



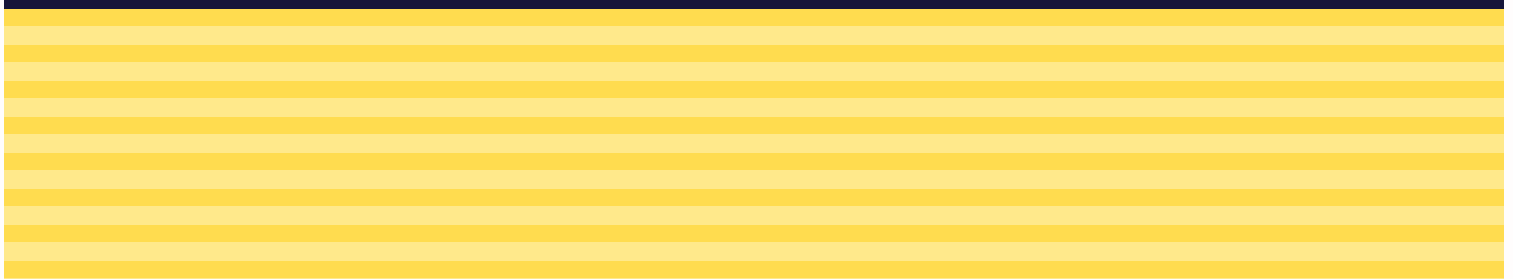
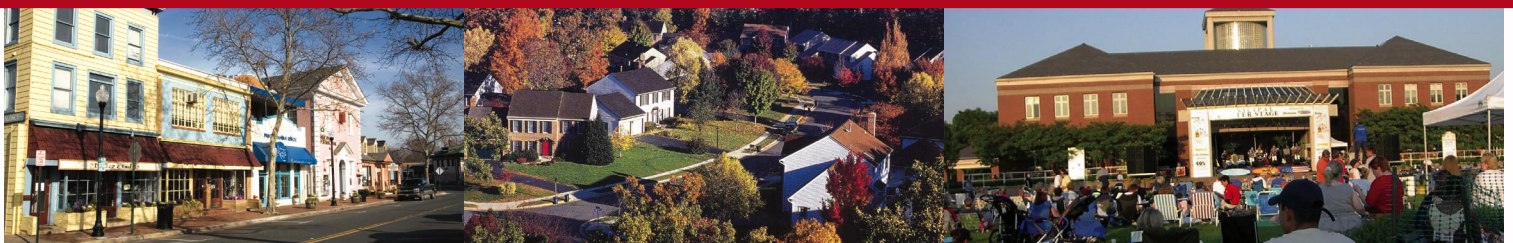
# TOWN OF HERNDON

Enriching the Quality of Life and Promoting a Sense of Community

## *Annual Report*

**FY 2007**

### **EXECUTIVE SUMMARY**





## *Message from the Town Manager*



I am pleased to present this executive summary of the Town of Herndon's Annual Report for FY 2007. You'll find in its pages an outline of milestone events, major programs and ambitious projects that characterized this significant year for our Town.

FY 2007 began with the inauguration of a new Mayor, a new Town Council and a new direction for the Town. Shortly after taking office, Mayor DeBenedittis and the Town Council worked to develop a Vision for the Town that, in the Mayor's words, "offers a clear and inspired vision for our community, its attributes and its potential for continued growth and success over the next 20 years." The 2027 Vision champions citizen involvement, focused growth and a celebration of Herndon's unique sense of heritage and place. Each Vision tenet is supported by goals and objectives, and work has already begun in executing against the strategies and tactics that will make the Mayor and Town Council's Vision a reality.

Another major change in FY 2007 occurred in this office, with the departure of Steve Owen in February to assume the city manager position in Staunton, Virginia. Mayor DeBenedittis and the Town Council appointed me as Acting Town Manager; in this capacity, I have worked with the council, Town's management team and our entire staff to ensure that citizens continue to receive the outstanding services for which Herndon is known.

The Town of Herndon had much to celebrate in FY 2007: completion of the Herndon Community Center renovations, giving our community a state-of-the-art recreation facility; completion of improvements to Runnymede Park, including enhanced trails, walkways and entrance area with new pavilions; extensive work on planned improvements to Chestnut Grove Cemetery, to include administration and maintenance facilities and enhancement to the grounds; the achievement of national accreditation and Gold Medal finalist status from national professional organizations by the Town's Parks and Recreation department; and receipt of a certificate of achievement for excellence in financial reporting for the Town's Comprehensive Annual Financial Report for the 32nd year in a row, as well as the Distinguished Budget Award for the Town's annual budget, for the 16th year in a row. And the Town has made great strides in its protection of Town neighborhoods through its community inspection team, with increased specialization among inspectors, reduced time to investigate complaints and increased number of cases closed. We also had many complex issues facing our community, and the Town staff and I continue to work with the Mayor and Town Council in developing strategies that build on our Town's many attributes and enhance the quality of life for our citizens.

I hope you find the FY 2007 Annual Report informative and useful. Be assured that the entire Town staff is dedicated to providing the highest level of service to residents, business owners and visitors to our unique and wonderful Town.

Sincerely,

A handwritten signature in black ink, appearing to read "Arthur A. Anselene". The signature is fluid and cursive.

Arthur A. Anselene  
Acting Town Manager



## COMMUNITY DEVELOPMENT FAST FACTS

**77** Separate Items Prepared and Presented for the Planning Commission

**34** Heritage Preservation Review Board applications, Staff Reports and Presentations

**66** Architectural Review Board applications, Staff Reports and Presentations

**6** BZA applications, Staff Reports and Presentations

**105** Plans and Plats Reviewed

**200** Building Permits Reviewed

**17** Zoning Violation Cases Brought to Court

**519** Violation Cases Closed

**40** Public Hearings Recorded and Transcribed

**9** Boy Scout Projects Facilitated by the Community Forester

**91** Zoning Inspection Permits Issued

**36** Users Guides Developed and Posted on the Town's Web-site

## COMMUNITY DEVELOPMENT

The **community inspections division**, particularly related to inspections if suspected residential overcrowding, received heightened focus in FY 2007. A temporary transfer of funds enabled the addition of an Inspector II position, thereby reducing case loads to a level that promotes success and allowing for individual team members to specialize in particular areas of enforcement. Of 625 complaints received in FY 2007, 519 were closed during the year. 382 cases were found to be in violation and abated, while no violations were found in 128 cases. Nine cases were found to have insufficient evidence and remain open but inactive. Seventeen zoning violation cases went to court; fifteen of the defendants were found guilty, one was found not guilty and another was found not guilty but was placed on probation.

The community inspections division realized a significant decrease in enforcement time between the first half of calendar year 2006 and the first half of calendar year 2007. Days to first visit dropped from 6.5 to three, while the amount of time for determining the status declined from 47 days to 16 days. The number of days that cases remained under investigation declined from 40.5 to 13 and enforcement time decreased from 31.5 days to four days.

During FY 2007 the Community Development's community inspections division received the **Virginia Association of Zoning Officials (VAZO) Outstanding Organization Award** for the Town's Excessive Occupancy Enforcement

Policy and Procedures Manual at the VAZO Annual Conference. On February 27, 2007 the Town Council adopted the Town's new Subdivision Ordinance as well as a major revision to the Town's Zoning Ordinance; both became effective on April 1, 2007. The Planning Commission, supported by the Community Development staff, outlined and drafted these documents with public input from several special public meetings.

On May 22, 2007, the Community Development staff presented to the Town Council and the Council adopted the **FY2008 – FY2013 Capital Improvement Program (CIP)**. This year's program contained 44 projects, consisting of 34 general fund projects and 10 enterprise fund projects.

The Community Development staff developed the preliminary schedule for creating the **Herndon 2030 Comprehensive Plan**. The scope and schedule were reviewed by the Planning Commission, the Joint Communications Committee and the Town Council. From March 5 through July 2007, staff held a series of five public meetings to obtain citizen input on various aspects of the plan including land use, housing, transportation and environmental protection. The schedule, as refined after comment, established a process for creating and adopting the 2030 Comprehensive Plan by April 2008.





The Town received the Tree City USA award for the 18th consecutive year and also received the **Tree City USA Growth Award** for the 11th time.

During FY 2007 Community Development staff worked with the Town Council to redefine the **Downtown Redevelopment** effort and reassess its public facility components. A Request for Detailed Proposals was issued in October of 2006 but absent any proposals, negotiations began with a developer actively coordinating an assemblage of several privately-owned downtown parcels. The planning staff reviewed initial proposals and, working with the Town's consultant, negotiated a detailed letter of intent, which advanced to the Town Council at the beginning of FY 2008. The Town sought the construction of a public parking garage to meet legacy parking agreements and future capacity and to provide required parking for a Town arts center.



*Big Truck Days*



*Runnymede Park Ribbon Cutting*

## PUBLIC WORKS AND CAPITAL IMPROVEMENT PROJECTS

In FY 2007, the Department of Public Works continued to provide the highest quality public work services in a safe, cost effective and customer oriented manner. Highlights include implementation of several Capital Improvement projects; development of the Rental Permit Program; implementation of the site plan peer review agreement between the Town and The Engineers and Surveyors Institute (ESI); and initiation and development of the CRM system.

### CIP projects successfully completed include:

- Herndon Community Center, Phase IV Expansion (Cost growth of less than 1%)
- Triangle Streets (Monroe/Grove/ Van Buren) Improvements
- South Elden Street Widening (six months ahead of schedule)
- Replacement of the Golf Course Clubhouse HVAC System
- Replacement of the Monroe, Madison, Quincy and Pearl Streets Water line
- HMC Emergency Generator
- The completion of the Runnymede Park Site Improvements Project. The majority of this project was completed using DPW forces. It was completed significantly under budget and in a timely manner in order to secure grant funds in the amount of \$125,000.



The following projects have been designed and successfully bid and are currently under construction:

- Downtown Streetscape Phase I
- Cemetery Improvements to include construction of new administration and maintenance facilities, walking areas and other improvements
- HMC Computer Room Relocation

The **Rental Permit Program** has been established by the Town's Building Official as another tool to safeguard the health, safety and welfare of the Town's residents. This pilot program will be implemented in the coming year.

The Town, through its Engineering Section, has established a **Peer Review Program** with the ESI to expedite and more efficiently review site plan submittals. This program was implemented in January 2007.



## PUBLIC WORKS FAST FACTS

**3,864** New Constructions Inspections Conducted

**361** Building Permits Issued

**35** Site Plan Submissions Reviewed

**35** Site Plan Revisions Reviewed

**6,362** Tons of General Refuse Collected

**1,879** Tons of Curbside Recyclables Collected

**178** Requests for Large Refuse Container Rental

**1,380** Bags of Roadside Litter Collected

**416** Tons of Asphalt Placed to Repair Potholes

**705** Tons of Leaves Collected during the annual leaf collection program

**4,843** Miss Utility Location Markings

**100** New Traffic Signs Installed

**450** Requests for Special Collection of Furniture and Appliances

**2,355** Children in Attendance at Big Truck Days

In coordination with the IT Department, DPW participated in the RFP process and program requirements for the Town's **Customer Relations Management**

(CRM) project. This contract has been awarded and development of this program will take place in the coming year.

## RECREATION

Highlights in FY 2007 for the Herndon Parks and Recreation Department include the completion of several capital improvements that have enhanced facilities as well as expanded programs and services.

Extension renovation and expansion of the **Herndon Community Center** was completed in FY 2007. Construction was substantially completed in November 2006 when the building was reopened to the public. The grand reopening and dedication was held in January 2007 with a ribbon-cutting ceremony and an open house for the community. The completed Community Center is now 56,000 square feet with a unified entrance, expanded spaces for meeting rooms, fitness, arts and crafts, game room, preschool, babysitting, teen room and office and storage space. The larger

fitness room has allowed the department to enhance its service to the public with personal training. Citizens can now receive individual or group instruction on how to use the equipment safely and tips and guidance to reach their personal fitness goals.

The addition of a teen center provided the space to offer an after-school Teen Club for youth ages 12-18 for recreation programs, socializing and mentoring. Over 170 youths were registered in the program during the academic year. Students could also pay a daily fee to participate in the drop-in program.

**Runnymede Park** recently received trail improvements for ADA accessibility, additional parking and two picnic shelters, constructed with a matching grant from the Virginia Outdoor Fund. Project construction was completed by the Town's



*Renovated Herndon Community Center*



Department of Public Works and private contractors. The project was officially dedicated June 26, 2007.

In October 2006, The Herndon Parks and Recreation Department became one of 66 agencies in the nation and one of four in the Commonwealth of Virginia to receive agency accreditation by the Commission for Accreditation of Park and Recreation Agencies. The department was reviewed on 155 criteria in ten categories. In addition, the department received three marketing awards through the Virginia Recreation and Park Society. The Herndon Festival website received the Best Promotional Effort in Electronic Media; the Harvest Moon Swim Meet T-shirt received the Best Promotional Effort in T-shirt Design; and the Aquatic Division's safety coloring book earned the Best Promotional Effort for a Specialty Piece. The department was named a finalist for the Gold Medal for Excellence in Park and Recreation Management from the National Recreation and Park Association in the spring of 2007. The winner will be announced in September 2007 at the Annual NRPA Congress.



#### **Herndon Centennial Golf Course**

In FY 2007, the Herndon Centennial Golf Course continued its operation as a successful enterprise by emphasizing customer-centric behavior, innovation and financial discipline.

The course received certification in environmental planning from the **Audubon Cooperative Sanctuary Program (ACSP)**. Staff has now focused efforts on meeting requirements for certification in five remaining categories: wildlife and habitat management, chemical use reduction and safety, water conservation, water quality management, and outreach and education.



The course was renamed a **Golf Digest "Place to Play"** for the twelfth consecutive year and was recognized with a three-star rating. This recognition is based on the criteria of golf shop and clubhouse services, playing conditions, pace of play, course design and quality of food and beverage service.

The golf management software system was expanded to integrate point-of-sale and customer relationship management with automated reservations; patrons may now reserve tee times directly online at **herdongolf.com**.

The golf course participated in two national programs led by the PGA, LPGA and USGA: **"Play Golf America"** and **"Girls Love Golf."** Designed to increase play among existing golfers and introduce new golfers to the game, approximately 200 adults and children registered for these programs.

In FY 2007, greens fees and golf cart rental revenues totaled \$1,254,485. Revenues from the sale of pro shop merchandise, driving range, pull cart and golf club rentals, handicapping services and rental income totaled \$191,191. Total operating revenues increased 12.76 percent over FY 2006.

## **RECREATION FAST FACTS**

- 14,900** Registrations Processed for Classes through Parks and Recreation
- 1387** Registrations Processed Online
- 174** Memberships for Teen After-School Program
- 10** Virginia Wineries Featured at the Labor Day Jazz & Wine Festival
- 100** vendors at Holiday Arts and Crafts Show
- 79,000** Attendees at the Herndon Festival
- 150** Exhibitors at Herndon Festival
- 1000** Volunteer Hours Logged at the Herndon Festival
- 597** Participants in the Turkey Trot 5K Race
- 76,992** Daily Admissions to the Herndon Community Center
- 96%** of Survey Respondents Rating Services Provided by the Herndon Parks and Recreation Department as Good to Excellent
- 440** Instructional Classes Offered to Children in Core Program Areas
- 33,705** Rounds of Golf Played
- 12** Consecutive Years Named one of Golf Digest's "Places to Play"
- 180** Children Participated in Spring Break, Summer Camps, and Summer League
- 264** Registered Participants in the Virginia State Golf Association handicapping program
- 99%** of Survey Respondents Rated Services and Playing Conditions as either Superior or Commendable





## PUBLIC SAFETY FAST FACTS

**35,000** Calls for Service to the Herndon Police Department

**51** Community Policing Meetings Attended by Herndon Police

**2.5** Minutes, on Average, for Police to Respond to an Emergency Call

**316** Logged Hours of Bicycle Patrol

**1,978** Logged Hours of Foot Patrol

**91%** Of Survey Respondents Rated Overall Satisfaction with the Police

**3rd Place** in Law Enforcement Challenge Traffic Campaign

**17** Participants in the Youth Police Academy

**19** Participants in the Citizen Police Academy

**230** Contacts to Maintain Neighborhood, Business and Fleet Watch Programs



*National Night Out*

## PUBLIC SAFETY

In addition to more than 35,000 calls for service in FY 2007, the Herndon Police Department was faced with several challenging investigations and prosecutions. A task force was formed to investigate and solve the fatal hit-and-run that occurred on November 20, 2006. The task force was made up of detectives, crime scene technicians, and accident reconstruction technicians, along with officers who tracked down numerous leads. In addition, the department worked with the Commonwealth's Attorney to successfully prosecute the man involved in the murder that occurred within the town in May, 2006. In these and in many other successful cases, the Department demonstrated advanced skills and professional expertise to bring cases to closure and to successfully prosecute those charged.

Additional highlights of FY 2007 activity for the Herndon Police Department include the following:

- **Implementation of 287(g) Authority** The department entered into a memorandum of agreement with the Department of Homeland Security for officers to receive training and authorization to enforce federal immigration laws. The department completed training and is currently creating policies and procedures to direct immigration enforcement efforts by Herndon Police officers.
- **Certified Crime Prevention Community (CCPC) status** The Town of Herndon became certified by the Virginia Department of Criminal Justice Services

as a Certified Crime Prevention Community. The Department met the necessary requirements and created a management system to ensure that compliance under the program is maintained.

- **Funding for three positions to support Specialized Operations** The department sought funding at mid-year to support the hiring of three additional police officers, two at the rank of officer and one at the rank of sergeant, to provide a more consistent enforcement effort on emerging issues.
- **In-car Digital Video funded through federal grant (COPS)** The department received a federal technology grant under the Community Oriented Policing Services initiative (COPS) of \$88,851 to outfit the patrol fleet with digital in-car video cameras and to purchase the necessary support systems and software. This program was completed during the spring of 2007.
- **Law Enforcement Challenge** The Department submitted the annual Law Enforcement Challenge package, documenting traffic safety initiatives for the calendar year 2006. The Department was awarded 3rd place in the category for agencies in Virginia that are of similar size to Herndon.
- **Herndon Cable Television HCTV** The department has continued its partnership with Herndon Cable Television through "Policing Our Town," a program designed to enhance the department's community policing philosophy by providing information on police department programs and initiatives.



## FINANCE

The retirement of a key employee at the end of January 2007 brought an opportunity to reorganize the Finance Department's accounting division. Two positions in the division were upgraded and now include a greater range of duties and responsibilities. The position of manager of financial operations was changed to deputy director of Finance, and the position of senior accounting technician/ payroll was changed to supervisor of utility customer service & payroll.

The supervisor position was quickly filled with an excellent in-house candidate. The individual selected has over seventeen years of experience with the Town, is familiar with the Town's utility billing process and is proficient in using the Town's automated financial management software. The deputy finance director position was filled with a highly qualified candidate who possesses a CPA license and a

wealth of auditing, accounting and management experience.

Also in FY 2007, the Town Council authorized \$2.260 million in general obligation bonds for financing specific Cemetery Fund and General Fund capital projects. Of the bond amount issued, \$1,860 million was for the construction of the Cemetery administrative and maintenance buildings and other improvements. This portion of the borrowing will be paid back over a twenty-year period with revenues earned through Cemetery Fund operations.

The remaining \$500,000 of the bond issue was allocated among the following FY 2007 General Fund capital projects:

Worldgate Drive	\$315,000
Town Shop Improvements	\$135,000
Elden/Center Street	\$ 50,000

## FINANCE FAST FACTS

**14,090** Payroll Checks Issued

**14,212** Vehicle Decals Sold or Transferred

**1,564** Town Business Licenses Issued

**\$1,169,400** Revenue Via 1.5 Percent Meals Tax

**\$2,467,900** Revenue Via Monthly Transient Lodging Taxes

**\$10,105,005** Revenue Via Real Estate Tax Levy

**32** Consecutive Years the Town's Comprehensive Annual Financial Report (CAFR) Received GFOA's "Certificate of Achievement for Excellent in Financial Reporting"

The Town's bond issue was part of a much larger pooled bond issue which took place in December 2006 through the Virginia Municipal League/ Virginia Association of Counties (VML/VACo) Bond Finance Program. The bonds have a twenty-year payback period and achieved an overall interest rate of 4.40 percent.

## INFORMATION TECHNOLOGY

During FY 2007, Information Technology continued to assist Town departments in using GIS to meet their business analysis and mapping requirements. GIS was used widely to assist the Town Council, staff and general public in understanding complex land use issues as evidenced by the increased use of digitized maps at Town Council and Planning Commission meetings. GIS, and the Town's growing

dependence on the function, significantly influenced the direction taken with the Customer Relationship Management (CRM) development. The product line selected by the Town integrates completely with the Town's GIS data.

A request for proposal to provide the Town with a comprehensive CRM solution was released in FY 2007. Proposals were evaluated and the Town Council awarded to

Timmons Group a contract to implement a CRM solution for the Town. Beginning in early FY 2008, Timmons Group will begin conducting business process analysis and business process improvement consulting in preparation for installing Azteca CityWorks in the Department of Public Works.

Website redevelopment efforts in FY 2007 focused on two primary areas. The first is development of a



## INFORMATION TECHNOLOGY FAST FACTS

- 99** Percentage of Time Town's Network Fully Operational
- 50** Desktop Computers Replaced with Updated Models
- 10** Field Laptops Replaced with Updated Models
- 4** File Servers Replaced with Updated Models

content management system that will allow individual departments to have the capability to add, modify and remove content pertaining to their operations. Content on the new website will be refreshed more often through providing the Town's departments with web content publishing capability. Second, IT has worked to prepare more e-government options to be included when the new website is released in October 2008. In FY 2007 preliminary design and engineering

tasks were performed to prepare an online payments portal, police reports and crime statistics portal. A tee time reservation portal for Herndon Centennial Golf Course was completed and activated on the Town's current website in FY 2007. All of these **e-government services** will be available when the redeveloped website is released.

Information Technology continues to analyze business processes, looking for ways to leverage the Town's investments in technology by assisting staff to work more efficiently using the tools at their disposal. To this end, Information Technology continued to develop, enhance and support **database applications** to meet various departmental requirements. Many of these databases will be folded into the Town's CRM project.

In addition to working on database requirements, IT also worked to expand usage of the Town's

**document management and imaging solution.** This solution, which has been widely used by the Town Clerk and Department of Human Resources, was expanded to the Departments of Public Works and Community Development in FY 2007.

In October 2006, IT **upgraded the Town's network** to Microsoft's Active Directory to better leverage the Town's investment in newer version network operating systems and to reduce overall cost of network ownership. During a routine upgrade preparation procedure, all electronic mail account information was rendered unusable. This mistake led IT to exercise its **disaster recovery plan**, which assisted staff in navigating the crisis. During the after action review of the incident, several key change management and operational controls were strengthened to ensure that a similar event would never again occur.

## NEIGHBORHOOD RESOURCES FAST FACTS

- 24** Health, Human and Educational Services offered at Neighborhood Resource Center (NRC)
- 8,300** Area Residents Took Advantage of NRC Services
- 12** Neighborhoods Participated in Neighborhood Celebration Month
- 36** Sponsors of the 7th Annual Community Day and Housing Fair
- 12** Home Ownership Seminars Presented
- 601** Households Contacted Regarding Home Improvement Services
- 21** Housing Units Rehabilitated

## NEIGHBORHOOD RESOURCES

Seeking to find an alternative solution to address the **day worker situation** in the Town in keeping with the policy direction of the Mayor and Town Council was a top priority for the Department in FY 2007.

**The Neighborhood Resource Center** continued to serve the Herndon community with a variety of health, human and educational programs, along with crime prevention services and technical assistance for home improvement. In total, about 8,300

residents were served in FY 2007. The **Herndon Neighborhood College program** was held for the seventh year, and special seminars and get-togethers were held for alumni. The Department supported the efforts of the **Jeanie Schmidt Free Clinic** to establish its own clinic space and expand services to the Herndon community.

**The 7th annual Community Day and Housing Fair** was held in May, kicking off the Town's annual Neighborhood Celebration Month, in which 12 neighborhoods



participated by hosting neighborhood events. The Department successfully implemented its new **Neighborhood Matching Grant Program** that assists and encourages home-owner associations to update their governing documents. Four neighborhoods successfully

completed program requirements in FY 2007. Despite a downturn in the housing market, staff was able to facilitate the rehabilitation of 21 housing units in higher density neighborhoods, with a total investment value of \$195,431.

## PUBLIC INFORMATION

Media relations continued to be a high priority in the Public Information Office in FY 2007, with local, regional and national media outlets covering political and cultural events in the Town.

The Public Information department collaborated with the Herndon Police Department and the Town Clerk's office in the development of a **Crisis Communications Plan** for the Town that outlines a tactical action plan for the delivery of coordinated, sustained messages to the public in response to major emergencies or disasters. The plan was tested during a simulated emergency response exercise in April 2007 and marked a significant improvement in the communication of critical information to government officials, media and citizens.

Working with the Director of Information Technology, the Public Information department spearheaded the initiation of a project to redevelop the **Town's website**. Slated for roll-out in fall 2007, the new site will feature a new look, feel and functionality; additionally, management of web content will be

decentralized to responsible departments, enhancing work flow and increasing the delivery of real time information to citizens and other users of the site.

**Promotional materials** produced by the department in FY 2007 included the 2007 "It's All in the Heart of Herndon" Events Guide; a Self-Guided Walking Tour for the historic downtown; the annual town calendar; and a brochure promoting the Herndon Centennial Golf Course. Additionally, the department worked with the Herndon Downtown Alliance in the development of a logo for the organization as well as the creation and promotion of "Herndon's Hometown Holidays," a series of established and new events held in the historic downtown throughout the December holiday period. The department also worked with the Mayor in the launch of **economic development initiatives** to include a formal presentation to the Fairfax County Economic Development Authority as well as on-site visits to Herndon businesses and introductory discussions with companies that may consider locating within the Town's corporate limits.

## PUBLIC INFORMATION FAST FACTS

**80** News Releases Issued

**13** Media Advisories Issued

**57** Media Outlets Regularly Receiving Town News

**52** Special Events Featured in "It's All in the Heart of Herndon" Events Guide

**411,654** Visitors to Town website, [www.herndon-va.gov](http://www.herndon-va.gov)



*Fox 5 broadcasts live from Herndon's downtown*

The department assumed primary responsibility for the administration and management of Town responses to requests for information under the Freedom of Information Act (FOIA) in FY 2007. Working with the Town Attorney and the Acting Town Manager, the department aided in the development of a **FOIA policy** for the Town that clearly outlines internal processes and procedures relative to the Act.

And the department supported the Mayor, Town Council, Acting Town Manager and management team in the project management of the **2027 Vision Project**. In particular, the department was responsible for the organization of the management team's development of goals and objectives to support the vision tenets, working closely with the Acting Town Manager to ensure that staff initiatives were clearly aligned with the vision of the Mayor and Town Council.

## HUMAN RESOURCES FAST FACTS

**1,200** Employment Applications Processed

**201** Regular and Temp/Seasonal Employees Hired

**18** Employees Completed College Level Courses through Educational Assistance Program

**39** Employees Recognized for their Years of Service to the Town



## TOWN ATTORNEY FAST FACTS

**32** Ordinances Prepared for Town Council Consideration

**22** Resolutions Prepared for Town Council Consideration

**7** Civil Overcrowding Injunction Suits Filed

**16** Criminal Overcrowding Cases Supported

**13** Legal Opinions on Complex Issues Provided to Town Council and staff

## HUMAN RESOURCES

Recruitment for the highest quality individuals was a priority during FY 2007. The Department of Human Resources worked closely with all departments to utilize more **creative and effective recruitment resources**. A significant amount of effort was invested in recruiting and selecting for positions in Public Works, Parks and Recreation, Finance and the Police Department.

The Department of Human Resources, along with the Department of Finance and the Town Manager's office, played a significant role in developing the **FY 2008 budget** adopted by Town Council. Each year the Town improves the presentation of the budget in some manner using the Government Finance Officers Association (GFOA) reviewers' comments from the previous year as a guideline. The GFOA recognized the FY 2007 budget with a **Distinguished Budget Presentation Award** for the sixteenth consecutive year.

## TOWN ATTORNEY

The Town Attorney serves as legal advisor to the Mayor, Town Council, Town boards and commissions and Town staff. The contract Deputy Town Attorneys prosecute all traffic and criminal misdemeanor offenses committed within the Town, including violations of Town ordinances, and work with the Town Attorney on projects that involve this function.

FY 2007 legislative highlights include preparation for Town Council consideration of the:

- Town's Legislative Program ordinances
- Town's residential dwelling unit inspection program
- BPOL residency requirement affidavit resolution

- Town contractor worker eligibility requirement resolution
- Ordinance criminalizing three or more civil violations for same facts

The Town Attorney's office collected \$115,747.26 in delinquent real estates taxes, delinquent rent, downtown parking fees and various zoning violation fees. A large part of the taxes collected (\$88,467.22) resulted from delinquent real estate tax collection.

The Town Attorney's office prepared and filed seven civil overcrowding injunction suits and supported 16 overcrowding criminal actions. The Town Attorney's office continues to investigate and implement new methods and procedures of achieving abatement of over-occupancy cases.



# TOWN CLERK

**H**ighlights in FY 2007 for the Office of the Town Clerk include a successfully transitioned 2006-08 Town Council and Acting Town Manager; well-received Council orientation session; and a successfully managed process responding to Council inquiries relative to the proposed FY 2008 budget.

The Office of the Town Clerk coordinated the inaugural meeting of the **Town Association of Northern Virginia (TANV)**. In May, mayors and town managers from Northern Virginia towns gathered in Herndon to discuss the formation of the association that will focus on such common issues as county/town relations, legislative issues and town representation on regional bodies such as the **Northern Virginia Transportation**

**Authority.** The association will meet quarterly, with each meeting hosted by a participating mayor.

The Town Clerk and Public Information Officer developed Town-wide policies and procedures to enhance working relationships with the elected officials, including a communications policy for the Herndon Police Department and Town-wide emergency management procedures for administrative staff.

Two full time positions vacated simultaneously and were filled in a timely manner with qualified applicants. Training continues to ensure staff is familiar with all operations of the office.

## TOWN CLERK FAST FACTS

**20** Regularly Scheduled Public Hearings of the Herndon Town Council

**157** Legal Advertisements of Public Hearings Published

**158** Resolutions Acted on by Town Council

**43** Ordinances Acted on by Town Council

**128** Years for which Public Meetings Minutes are Available on the Town's Website



*Scouts lead the Pledge of Allegiance at a Town Council meeting*



